

JUNE 2013

Fayetteville Veterans Affairs Medical Center

Communicator

*Fayetteville VAMC & Community Based Outpatient Clinics
throughout North Carolina*

www.FayettevilleNC.VA.Gov

VA
HEALTH
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EXCELLENCE
to the 21st Century



Elizabeth Goolsby
Fayetteville VA Medical Center
Director

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Director's Forum

by Elizabeth Goolsby

**Fayetteville Priority - Access to safe, high-quality,
patient care and service**

On June 24th, we broke ground for the Fayetteville VA Health Care Center. This is the latest step forward as we provide for the current and future care needs of our Veterans. When completed in about 2½ years, the 250,000 square foot building will serve about 38,000 Veterans from Cumberland County and surrounding counties. It will consolidate the outpatient services currently located at several sites in Fayetteville and will expand services at the new location. Services will include not only primary care and mental health but minor surgery, medical subspecialties and women's health.

The Goldsboro Community Based Outpatient Clinic staff saw their first patient on July 1, 2013. This brings health care services closer to a population that has had to travel for Veterans care. Goldsboro will start with two Patient Aligned Care Teams (PACT), but quickly expand to four teams as the demand for care grows. A ribbon cutting for Goldsboro is scheduled for the end of July.

A site for the new Jacksonville Community Based Outpatient Clinic has been selected. Groundbreaking and construction are expected to start this Fall, with occupancy within one year. This will give Jacksonville the critical space it needs to



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serve a fast growing Veteran population.

The Sanford area will be the site for another Community Based Outpatient Clinic. Site selection is currently underway. We expect to announce the site location by late Summer. Construction is planned to start soon after that. Once construction starts, we expect to occupy the space in about a year.

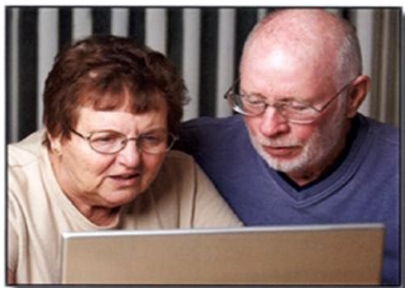
Why are we seeing so much expansion and construction?

Across all of our sites of care, we are experiencing a growth of about 8.5% each year and expect this trend to continue for many years. To put that growth into perspective, in 2001, Fayetteville and our service sites cared for about 23,000 Veterans with about 150,000 outpatient visits. This year, we will care for about 60,000 Veterans at all of our sites of care and will complete about 550,000 outpatient visits. That is about a 150% growth in 12 years. We must have the care and services our Veterans need and deserve when needed and in a location close to where they live. Our continuing expansion will provide access to care that is critically needed now and for the future.

EXPLORE YOUR OPTIONS

Guide to Long Term Care

www.va.gov/Geriatrics/Guide



Guide to Long Term Care

Visit to learn about long term care options, link to other websites and read personal stories.



Decision Aids

Use to consider needs and explore options to make long term care choices.



Shared Decision Making

Make collaborative choices with your caregiver, social worker and care team.

Fayetteville VAMC Long Term Care
For eligibility information, call Myron Brown at 910-488-2120 ext. 5118.



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Goldsboro CBOC Opens



The new \$1.5 million Goldsboro Community Based Outpatient Clinic officially opened for Veterans living in and around Wayne County on July 1.

“The clinic is already booked through the beginning of August,” said Rebecca Williford, Goldsboro CBOC Nurse Manager. Our new lead physician, Dr. Dean Maynard, is already seeing patients and filling prescriptions.”

In addition to bringing health care services close to home, Veterans will soon be welcoming a second provider by mid July.

The clinic is providing health care services to Veterans living in areas near Wayne, Sampson,

Duplin, Lenoir and Harnett counties. Services include primary care, mental health services, women’s health care, laboratory services, telehealth, teleretinal and secure messaging. The Goldsboro CBOC Ribbon Cutting is scheduled for July 29 at 10:00 am in front of the clinic located at 2610 Hospital Road, Goldsboro, NC.

For information, call the Goldsboro CBOC at 919-731-9766.



As of June 2013, Dr. Dean Maynard was appointed as the lead physician for the Goldsboro Community Based Outpatient Clinic located in Goldsboro, NC.

Prior to his arrival, Dr. Maynard served at Duke Primary Care as a Consulting Associate.

Dr. Maynard is a graduate of Creighton University School of Medicine. He is board certified in Family Medicine.

Dr. Maynard retired as Lieutenant Colonel from the United States Air Force with 28 years of service as a Flight Surgeon for the 336th Fighter Squadron and as chief of family medicine at Seymour Johnson Air Force Base in Goldsboro, NC. He is also a Veteran of Operation Enduring Freedom where he served as Flight Surgeon for all Air Force assets in a deployed location.

Veterans who are not enrolled for VA health care services can start their registration process at the Goldsboro clinic.

To register, bring a valid photo ID, your DD214 and the 1010EZ form.

Enrollment forms can be faxed from the Goldsboro CBOC to Fayetteville VAMC Health Benefits.

Veterans can register at the Jacksonville CBOC



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Fayetteville VA Health Care Center Groundbreaking



Photo by Brad Garner: Fayetteville VAMC Photographer

Above photo from left: Joyce Alexander-Hines, Fayetteville VAMC Associate Director of Patient Care Services, James Galkowski, Fayetteville VAMC Associate Director, Elizabeth Goolsby, Fayetteville VAMC Director, U.S. Congressman David Price, Dr. Rustom Khouri, Carnegie Management & Development Group, Paul Witt, Fayetteville VAMC Chaplain, Daniel Hoffmann, VA Mid-Atlantic Health Care Network Director, Ted Voorhees, Fayetteville City Manager, Wendy Gillis, Fayetteville VAMC Project Manager and Mayor Tony Chavonne, City of Fayetteville.

On June 24th, government officials, civic leaders and military members gathered for a groundbreaking ceremony to begin construction of a \$110 million Fayetteville VA Health Care Center in Fayetteville, NC. The HCC will expand health care services currently offered at the Fayetteville VAMC located on Ramsey Street.

"Building this state-of-the-art facility is VA's way of showing our commitment in providing exceptional health care to our Veterans for years to come," said Elizabeth Goolsby, Fayetteville VAMC Director. The HCC will offer primary care, mental health and specialty care services to more than 38,000 Veterans in Cumberland County and surrounding areas. It will have 250,000 square feet of space and offer 1,300 parking spaces. Outpatient services will be transferred from Fayetteville VAMC and the Village Green Primary Care Clinic to the new location on Raeford Road. The estimated completion date is Fall or Winter of 2015.

Artist rendition of the Fayetteville VA Health Care Center to be located at 7300 S. Raeford Road, Fayetteville, NC.



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Elizabeth Goolsby, Fayetteville VAMC Director, judges one of the cake competition entries.

VA Hosts Army Cake Competition

This year's 2nd Annual Army Birthday Cake Challenge was held at the Fayetteville VA Medical Center. The competition celebrated the Army's 238th anniversary to thank soldiers, past and present, for their service and sacrifice to this country.

"The Fayetteville VA Medical Center is the perfect place to host this competition so we can celebrate the Army's birthday with our Veterans and staff,"

said Elizabeth Goolsby, Fayetteville VAMC Director. "This is a very nice way to honor our soldiers now and throughout history."

All cakes were judged for their taste, appearance, originality of design and presentation of theme.

This year's theme was "America's Army: Service to the nation, strength for the future."

Cake designs included decorating using airbrush, hand painting, rice cake sculpture, hand-cut fondant and three dimensional presentations. The event began with judges scoring the details of each cake and finalizing their notes with a taste test.

Fort Bragg Garrison Command Sergeant Major Yolanda Tate announced three winners while Renee Lane, director of the United Service Organizations for NC and Fort Bragg, presented them with gifts sponsored by Krispy Kreme Doughnuts, the USO and Harry and David, a company famous for its gourmet gift baskets.

"This is my first year as a civilian entry to show my gratitude for the Army and to honor my father who was a WWII Veteran," said Sheila Hanrick of Kiss Me Cakes.

Hanrick won first place and Samantha Waechter took second.

"My cake was designed for my husband's love for Army history and my love to bake cakes," said Waechter of the Marshmallow Willow.

Patrice Taylor took third place.

"My husband sings the Army song at events, so I made the cake with that theme and topped it off with a layer of history," said Taylor.

"We truly thank and embrace the support of our community leaders, businesses and Fort Bragg soldiers for their continued support throughout the years and look forward to another celebration in honor of our soldiers," said Goolsby.

[See our 1st, 2nd and 3rd place winners on the next page!](#)

Fayetteville VAMC Hosts Army Birthday Cake Competition



The 2nd Annual Army Birthday Cake Competition was held at Fayetteville VAMC on June 12. The cake competition was created to help celebrate the Army's 238th anniversary and to thank military of past and present for their service and sacrifice to our country. Seven competitors showcased their cakes to judges who represented the medical center, the community and Fort Bragg. Photos above are in order as 1st, 2nd and 3rd place winners. Special thanks to all participants from our Veterans and staff for bringing us a delightfully 'sweet' and fun event!



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Thanks & Appreciations

Wilmington VA Health Care Center
Ms. Sharon Troyon, the Physician Assistant, spent quality time with me and arranged all necessary appointments. Since I have been back, Ms. Troyon's nurses have all been excellent to include **Registered Nurse, Stefanie Buric.**
Anonymous Veteran



I would like to take this opportunity to express my utmost appreciation to **staff at the Jacksonville Community Based Outpatient Clinic** for their outstanding customer care and service I received from 1 July 2012 through 30 June 2013. In particular, I would like to especially thank those individuals who have provided continuous care and services on each and every scheduled appointment.
Veteran Joe Servin

Thanks to **Chelsea Williams** for her kindness and patience to help resolve an appointment issue with the Durham VA. Her ability to effectively communicate the necessary steps for problem resolution resulted in a relaxing and appreciated feeling. Her professionalism will never be forgotten. Please convey my sincere appreciation and warm thanks. I pray her joyous spirit and genuine interest in others becomes infectious throughout the Fayetteville VAMC.
Veteran Kirk Williams



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Team Rubicon



Courtesy photo taken during the recent emergency deployment to assist victims of the latest tornados in Oklahoma, City, Oklahoma.

Photo includes a few members of Team Rubicon and an employee of the Jacksonville, NC, Vet Center, Readjustment Counselor, Brian Nohr, (in red shirt). Team Rubicon was clearing a lot for a victim of the recent storms in Moore, Oklahoma. This service saves the victims thousands of dollars in their attempt to manage their loss and to begin rebuilding after the devastating tornados. Team Rubicon is a volunteer organization founded by three Combat Veterans in 2010. The organization consists of eight paid employees and approximately 10,000 volunteers from across the nation largely made up of military Veterans and civilians as well. Although the efforts during the deployment were to assist the victims of the recent tornados, in working side by side with Team Rubicon, the VA was also bridging the gap by reaching out to the many Veterans volunteering with Team Rubicon to inform them of the services offered to Veterans by the VA and Vet Centers across the nation.

Did You Know?

Employees and Veterans can EMAIL their appreciation to the **Ask The Director** email link? This is an easy way to get staff and co-workers recognized! The link can be found on the Fayetteville VAMC internal and public web sites.

Visit the public link at www.FayettevilleNC.VA.Gov

You're just one click away!

Thank you!

OUR HEARTFELT THANK YOU TO ALL



**WORSHIP SERVICES
IN OUR MEDICAL CENTER CHAPEL**
PROTESTANT SERVICE: SUNDAYS 2:00 pm
CATHOLIC MASS: SUNDAYS 11:00 am
MONDAY - THURSDAYS 12:00 pm
All Are Welcome! Contact us at 7031/5906



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Patient Safety Manager
Tamara Passut, RN
910-488-2120 ext. 5097

Patient Safety Corner

psst... PEOPLE ARE TALKING ABOUT YOU...

**Because YOU are doing an outstanding job
with patient safety!**

Yes, when you asked that patient for **2 identifiers**,
you were meeting **National Patient Safety Goal #1**.

Yes, when you called the provider **right away to report that critical lab value**,
you were meeting **National Patient Safety Goal #2**.

Yes, when you **gave a patient a print out** of their medications after their ap-
pointment, you were meeting **National Patient Safety Goal #3**.

Yes, when you **used hand sanitizer** between different patients when taking vital
signs and wiping down equipment with approved sanitizing cloth,
you were meeting **National Patient Safety Goal #7**.

Yes, when you identified a patient's **risk for falls** and took appropriate actions to
protect that patient, you were meeting **National Patient Safety Goal #9**.

Yes, when you noticed a patient who had a **risk for bed sores** and took actions to
prevent them, you were meeting **National Patient Safety Goal #14**.

Yes, when you talked to your patient about **suicide** and depression and said
"I want to make sure you have the
Veterans Crisis Line number 1-800-273-8255,"
you were meeting **National Patient Safety Goal #15**.



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Be Prepared Before a Hurricane

To begin preparing, you should **build an emergency kit** and **make a family communications plan**.

Know your surroundings:

Learn the elevation level of your property and whether the land is flood-prone. Identify levees and dams in your area and determine whether they pose a hazard to you. Learn community hurricane evacuation routes and how to find higher ground. Determine where you would go and how you would get there if you needed to evacuate.

Make plans to secure your property:

Cover all of your home's windows. Permanent storm shutters offer the best protection for windows. A second option is to board up windows with 5/8" marine plywood, cut to fit and ready to install. Tape does not stop windows from breaking.

Install straps or additional clips to securely fasten your roof to the frame structure. This will reduce roof damage. Be sure trees and shrubs around your home are well trimmed so they are more wind resistant. Clear loose and clogged rain gutters and downspouts. Reinforce your garage doors. If wind enters a garage it can cause dangerous and expensive structural damage. Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down. Determine how and where to secure your boat. Install a generator for emergencies. If in a high-rise building, be prepared to take shelter on or below the 10th floor. Consider building a safe room for you and your family.

**For more information, call Fred Williams, FVAMC
Safety Manager at 910-488-2120 ext-7322**

Please share your story ideas and photos with us. Enjoy!

Robin DeMark, Public Affairs Officer, (910) 488-2120 ext. 5991

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***Layout/content/photos by Robin DeMark, Fayetteville VAMC PAO
Cover design/photos by Brad Garner, Visual Information Specialist***



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